

Sewer Cross Bore Program

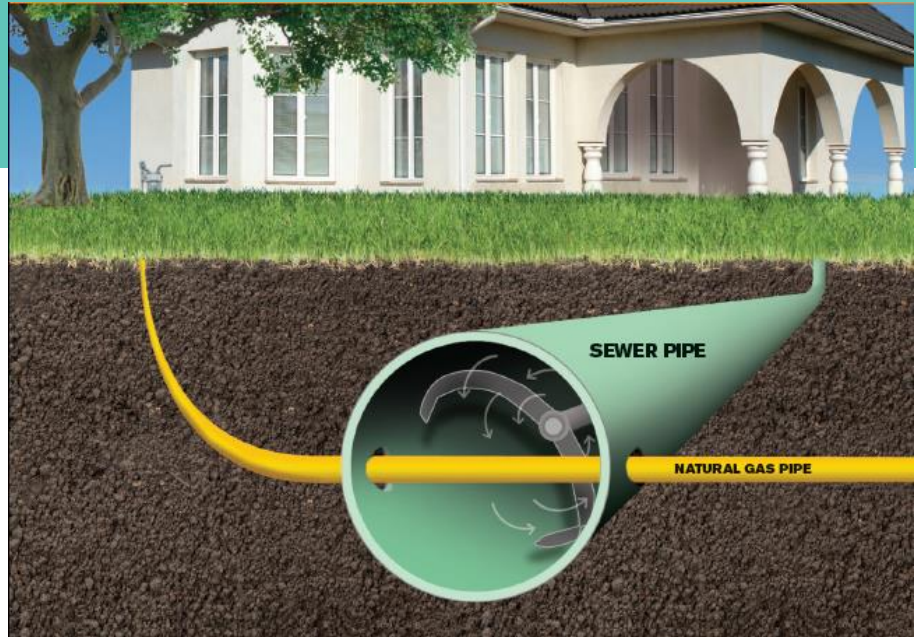
Puget Sound Energy

Abe Romo

Sewer Cross Bore Program Manager

Charlie Gadzik

Customer Safety Communications Manager



Tri State Training & Qualification Seminar, Richland, WA
May 13, 2015

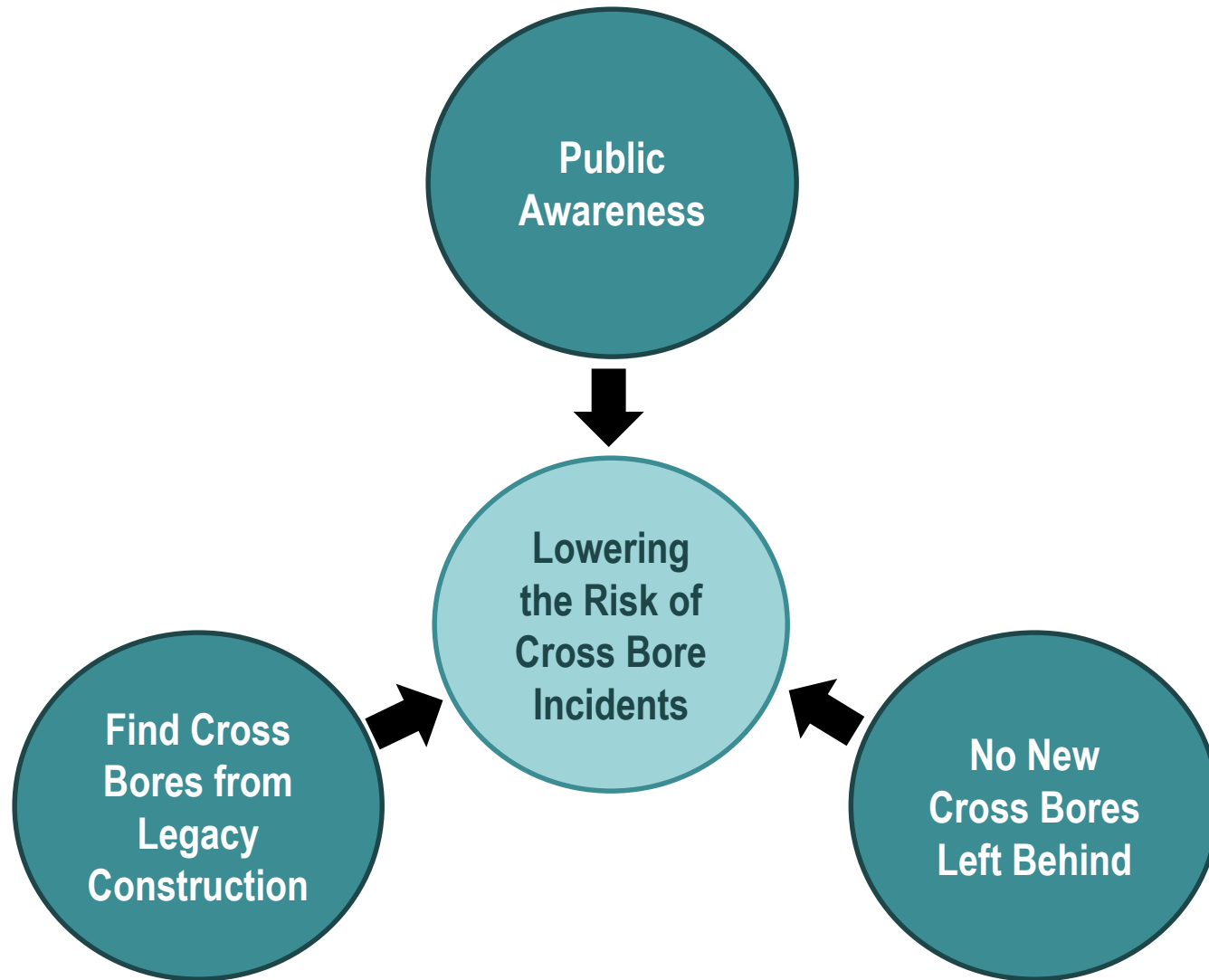
Presentation Summary

- PSE System Overview
- Sewer Cross Bore Program Structure
- Public Awareness
- Cross Bore Inspections
- Lessons Learned
- Program Future Outlook

PSE Service Territory



PSE Cross Bore Program Structure



Public Awareness

Three challenges:

1. Get the word out that there's a real risk
2. Get residents to agree to an inspection
3. Get plumbers to call before clearing

Get the Word Out

THE VOICE OF myPSE 

The latest news on what's powering our neighborhoods

Clearing a blocked sewer? Call PSE first

PSE service partner Hydromax USA inspecting for cross bores

In neighborhoods where natural gas was installed without digging trenches, there's a small chance that a gas pipeline was inadvertently inserted through a sewer. Called "cross bores," these gas lines are safe unless damaged. A cutting tool used to clear a blocked sewer is capable of rupturing a cross-bored gas line, allowing gas to enter your home and endanger your safety.

Even homes not served by natural gas can have cross bores from pipelines in the street or serving a neighbor's home. Before anyone clears an exterior blockage, call PSE at 1-888-225-5773 to make sure the sewer is safe to clear. As soon as you call, and at no cost, PSE will dispatch a technician to meet with you or your plumber — usually within 60 minutes — to make sure it is safe. pse.com/sewersafety



Natural gas pipe

Sewer pipe

Bill stuffers

CROSS BORE HAZARDS ARE REAL.

SEWER PIPE

NATURAL GAS PIPE

 **PUGET SOUND ENERGY**

Online and radio ads



TV news

SAFETY NOTICE - DO NOT REMOVE

WARNING:

THIS MACHINE COULD CAUSE A NATURAL GAS EMERGENCY

Call PSE before you clear a blocked sewer.
We'll be there in an hour to make sure it's safe.

888-225-5773

pse.com/sewersafety  **PUGET SOUND ENERGY**

Equipment tag

Get inspection access

sorry we MISSED YOU ▶▶▶

HYDROMAX USA
A SERVICE PARTNER OF
PSE PUGET SOUND ENERGY

We need to schedule an appointment.

PSE's service partner, Hydromax USA, needs to examine your sewer pipes. This is a precautionary measure to ensure that a natural gas line was not inadvertently installed through your sewer pipe. A gas line in a sewer can be hazardous if ruptured by a cutting tool while clearing a blocked sewer.

There is no charge for this 90-minute examination, which may require access through a toilet that would be removed and reinstalled. Hydromax employees carry identification badges bearing their names, photos and ID numbers.

Please call Hydromax USA at 1-800-371-3886 within the next few days to schedule an appointment. Phone lines are open from 8 a.m. to 7 p.m. Monday through Friday.

pse.com/sewersafety



This notice does not mean that your sewer contains a gas line or that you are in any danger.

6103 10/14

Door tags



[Date]

[Occupant Name]
[Parcel Address]
[City, State Zip]

Dear [Occupant Name]:

PSE is requesting that you schedule an appointment with our service partner, Hydromax USA, to examine your sewer or septic pipes. PSE is paying for these examinations to ensure your safety, as there is a possible risk even if you are not a natural gas customer.

Hydromax USA examines sewers and septic lines near gas lines that were installed by boring underground rather than by digging trenches. In some cases multiple inspections are required. Hydromax will perform this safety check at no cost to you.

The enclosed brochure explains how, on rare occasions, a gas line can inadvertently be installed through sewers and septic pipes. Called a "cross bore," this can occur even on properties that are not served by natural gas, because the gas main or a pipeline to a neighbor can intersect the sewer line of a nearby property.

This examination will ensure that no gas lines have been inadvertently inserted into your sewer or septic pipes, where they are vulnerable to damage by cutting tools used for clearing blockages in those pipes. Such damage can allow natural gas to enter your home through the sewer or septic pipe and create a risk of fire or explosion.

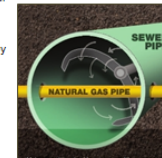
We've tried to reach you via a doortag and phone. Please call Hydromax USA within the next few days to schedule an appointment. Phone lines are open from 8 a.m. to 7 p.m. Monday through Friday.

Note: A cross bore is safe unless something damages the pipe should ever backup outside the building. If you have any questions, call PSE customer service at 1-888-225-5773 or call us at 206-462-1000, extension 1000, Monday through Friday, 8 a.m. to 5 p.m. PST.

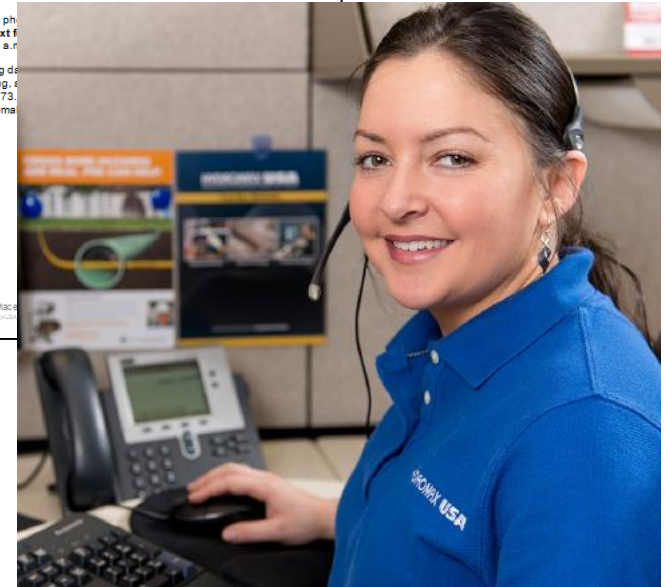
Respectfully,

Abe Romo
Cross Bore Program Manager
Puget Sound Energy

pse.com/sewersafety 6500 Ursula Place
Seattle, WA 98148-3000



Phone calls



Letters


Get plumbers to call



Direct mail



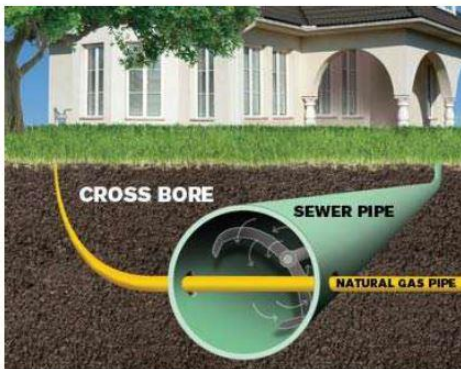
Online and radio ads


 **PUGET SOUND ENERGY**
The Energy To Do Great Things

**CROSS BORE HAZARDS ARE REAL.
PSE CAN HELP.**

Hello,

A sewer cross bore is the inadvertent placement of a gas line through a sewer pipe. Cross bores can occur during trenchless construction and, though rare, present real potential hazards. If mechanical sewer clearing tools cut an intersecting gas line, fire or explosion can result. To learn more, visit PSE.com/SewerSafety. And call PSE at 1-888-225-5773 before clearing a blocked sewer line. We'll send a gas first responder to locate our gas line and work with you to avoid a hazard. We usually respond within an hour and will not charge you for this service.





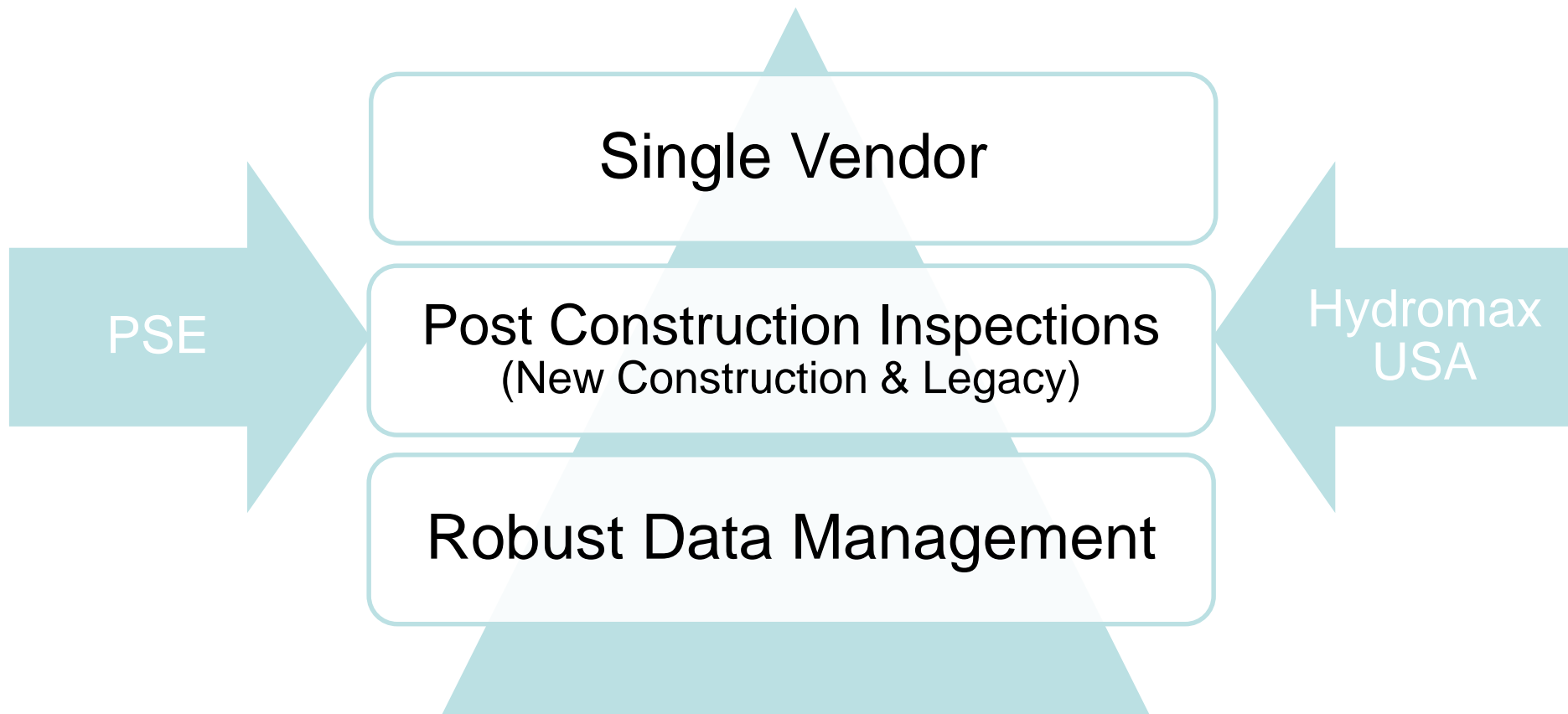
**USING A SEWER CLEARING MACHINE?
CALL PSE FIRST.
1-888-225-5773.**

[LEARN MORE](#)

Puget Sound Energy - 10885 N.E. 4th Street - Bellevue, WA 98004-5591

[Privacy Statement](#)

Inspection Program Partnership



Cross Bore Program Sewer Inspections

Proximity Clearance



Video & GPS Data



Lateral Launch Camera



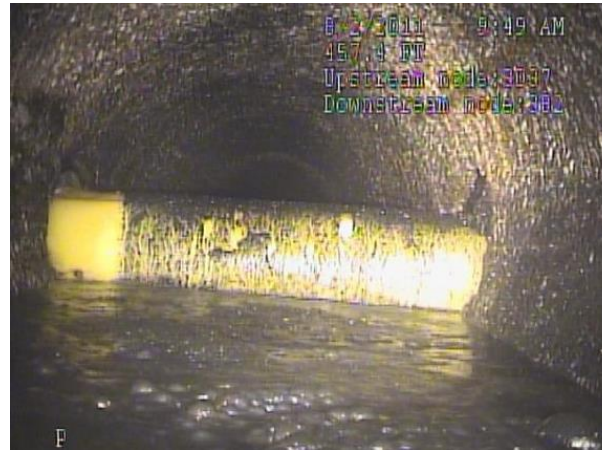
Push Camera



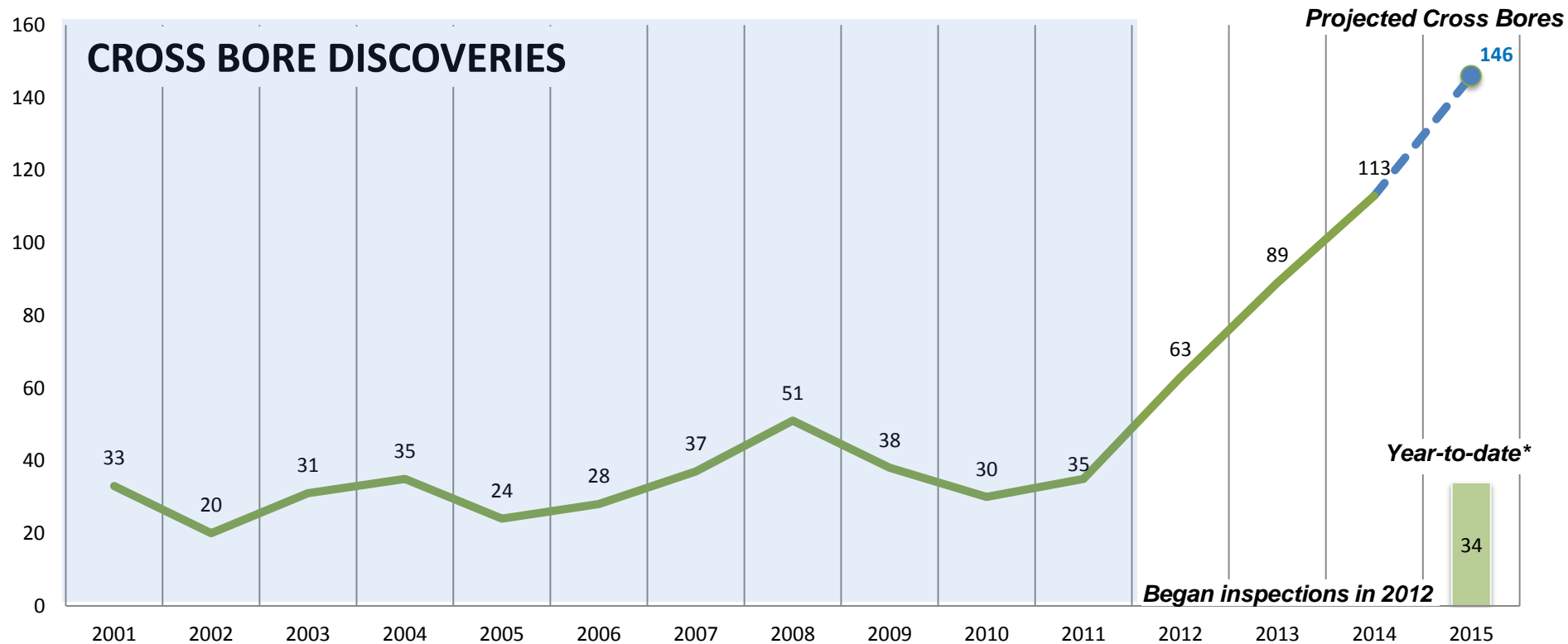
Lateral Launch Camera



Finding Pipe...in the Pipe



Cross Bores Discovered

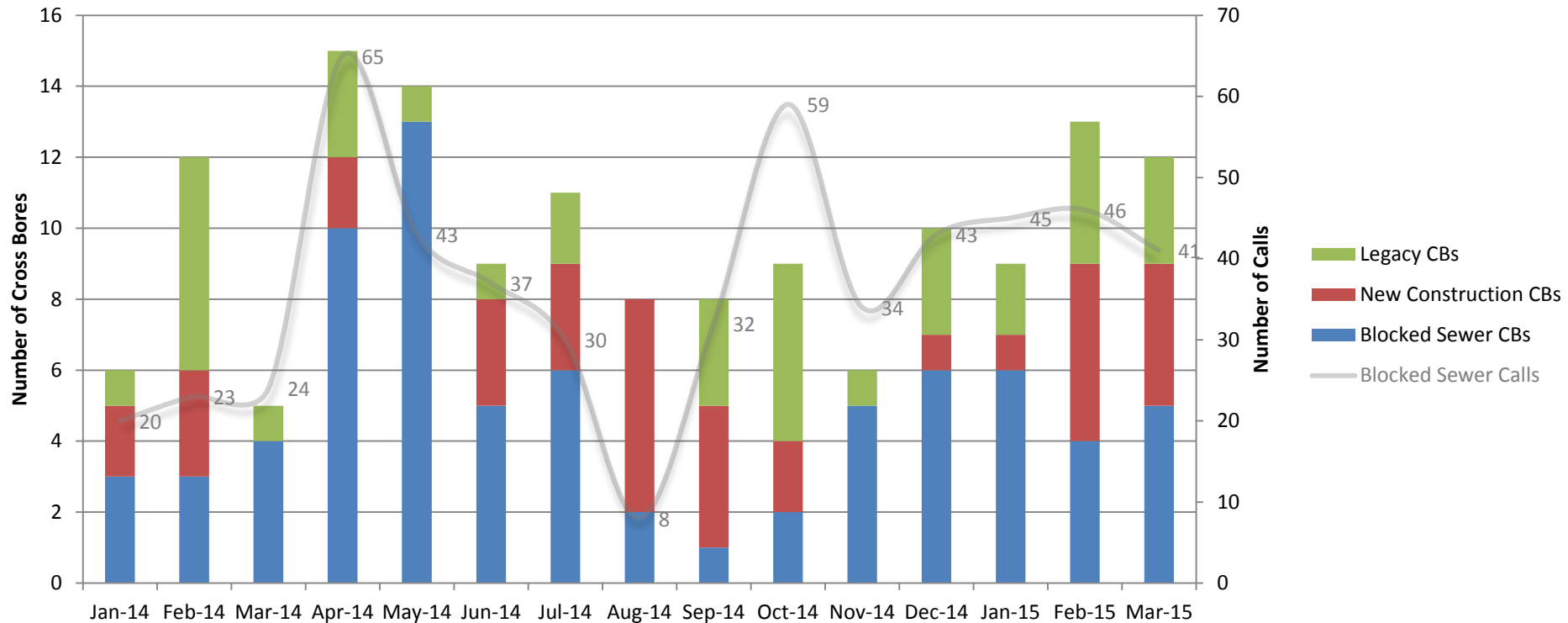


**Data updated as of 03.31.2015*

- Found over 650 cross bores since 2001

Cross Bores & Outreach Link

Cross Bores Found vs Blocked Sewer Calls



2014 Results

	New Construction	Legacy	Blocked Sewer
Inspections	8250	2400	418 (calls)
Cross Bores	26	27	60

Lessons Learned

- Complex sewer systems
 - Combination of Storm and Sewer
 - Multiple laterals
 - Lack of cleanouts
- Cross bores live with dense populations
 - Urban residential concentration
- Customers and non-customers
- Highest risk
 - Blocked sewers (outside of foundation)
 - New installations (1st year)

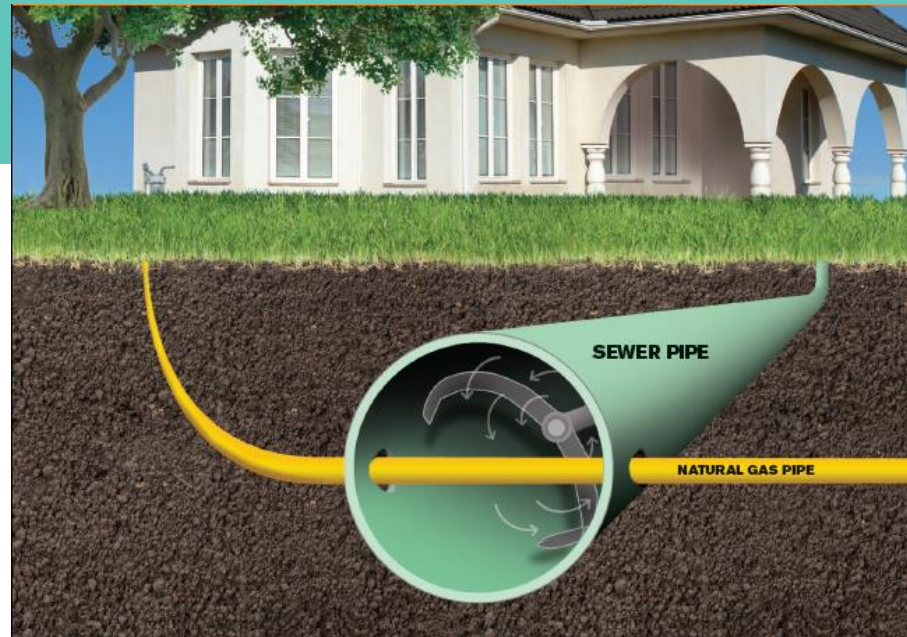
Lessons Learned: Public Awareness

- The media can respond responsibly to a proactive message.
- It takes a lot to get customers to act.
- Most plumbers will not call before they clear.
- Most residents accept inspections without complaint.

Looking Down the Pipe

- Payment for some plumber standby time
- Cross bore bounty
- Messaging to empower customers to request plumbers or drain cleaners to call PSE
- Safer clearing protocol
- Online database of cleared parcels for plumbers and the public

Questions?



Thank you